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February 16, 2012

Daphne B. Duke
Information Resource Consultant
The Public Service Commission
PO Drawer 11649
Columbia, S.C. 29211

In RE: Letter dated 2/14/12 enclosed

Hello Daphne,

As I stated in my phone call to you yesterday, 2/15/12, I received the enclosed letter from the Public Service Commission in response to my complaint about the wna program. My rates have skyrocketed as a result of this regulation and the bottom line is this: people are sick of paying for what they do not use.


When I began this process, I first called SCE&G and was told to call the regulatory office to complain and was given the #1-800-922-1531. I spoke to a woman at that number and was told that I may want to put my complaint in writing and was told how to go on line and do just that. When I received this notification letter that a docket No. had been assigned to me I was perplexed and surprised. I was never told by this office that I would be asked to appear in court. Not only has sce&g been allowed to bill at absurd rates but I now must take a day off work (more money spent) drive to Columbia (more money spent) and hire a lawyer (lots more money spent!)???

When a consumer calls your office, all options should be made available to him/her. When I spoke to you yesterday you stated that I should have "protested." How can I protest when I don't know that that is an option? When I first called I should have been given all of the available options so to make an informed decision as to how I would pursue further. Don't you think that I should have been informed that this is a result of a complaint? Or is this meant to intimidate and/or frighten off people from making complaints? When you mentioned writing a letter of protest you then said that you could not coach me. Explaining the difference between a letter of complaint and a letter of protest is not coaching but informing which is what the regulation commission should be doing. Then your final comment of stating that any letter of protest goes on the website was startling to me. Why does your office pick and choose the information given? You should be totally transparent to the public.

From the moment I have voiced my opinion that this regulation is not sound and quite frankly, gives license to sce&g to steal from its consumers, I have felt the regulatory commission is behind the company and not the consumer. I have lost any trust in this commission.

I, therefore, withdraw my complaint completely from your office and do not wish to pursue putting my complaint in a protest as I do not want my phone#/address on the internet and do not give you permission to do so. Due to my husband being a psychologist, we pay AT&T monthly to not publish our phone# and address. I hope your office is flooded with other people who are willing to go the distance and stop this regulation from continuing.

Very concerned citizen,


debbie kollar